Docket No. 14814.00

ABSTRACT

Training and logistical problems associated with configuring customer premises equipment (CPE) are greatly reduced by providing a common interface through which technicians may interact with CPE during the configuration process. The common

5   interface is uniform for diverse CPE equipment and does not require learning a new language for interfacing with each different type of CPE. The technician's mobile computer may be communicatively coupled to the CPE to provide the common interface. Additionally, the mobile computer may receive configuration data directly from a service provider database. The technician may then, through the common interface,

10   automatically upload the received configuration data to the CPE without having to manually enter data.

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